

ICN Security Bulletin: Caller ID Spoofing

Description:

The ICN has received reports of calls being received by Iowans from individuals impersonating representatives of state government agencies. The receiver of the call is told misleading or inaccurate information by the impersonator.

These are scam calls coming from outside of the Iowa Communications Network's (ICN) voice platform. This communication is intended to educate authorized users and the general public of the current phone scam. The ICN's network security is NOT at risk.

What is Caller ID Spoofing?

Caller ID "spoofing" occurs when a caller deliberately falsifies the information transmitted to your Caller ID display to disguise their identity. Spoofing is often used as part of an attempt to trick someone into giving away valuable personal information so it can be used in fraudulent activity or sold illegally. U.S. law and FCC rules prohibit most types of spoofing. (*Spoofing and Caller ID, FCC, consumercomplaints.fcc.gov*)

Is spoofing Caller ID information illegal?

Under the Truth in Calling Act, FCC rules prohibit any person or entity from transmitting misleading or inaccurate Caller ID information *with the intent to defraud, cause harm, or wrongly obtain anything of value*. If no harm is intended or caused, spoofing is not illegal. Anyone who is illegally spoofing can face penalties of up to \$10,000 for each violation. (*Spoofing and Caller ID, FCC, consumercomplaints.fcc.gov*)

If you live in the US and believe that someone calling you has spoofed their Caller ID information in order to scam or mislead you, then you can report it to the [Federal Communications Commission](http://www.fcc.gov) (FCC) or report it immediately to your local police department or sheriff's office.

What can you do to protect yourself against Caller ID Spoofing?

Don't place all your trust in the Caller ID information presented to you. Never provide personal information or financial information to someone who has called you.

What action to take:

If you believe a criminal or scammer has targeted you through a Caller ID spoofing scam:

- Do not provide or confirm personal information or financial information to anyone who calls.
- Verify suspicious phone calls by requesting a call back number during the call or calling the number on the Caller ID before following any instructions,
- If you provided personal information or financial information through a spoofing phone scam, report it immediately to your local police department or sheriff's office. In addition, contact your financial institution/credit card issuers/etc. associated with any financial information provided.
- Iowans can also file complaints at the Iowa Attorney General Office's website at www.iowaattorneygeneral.gov.

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